

**GENERAL SERVICES ADMINISTRATION**  
**Professional Services Schedule - Industrial Group: OOCORP**  
**Authorized Professional Services (PSS) Schedule Price List**  
**Contract Number GS-23F-0215K**

Contract Period: 04/27/2015 – 04/26/2020  
Contractor Name: Global Receivables Solutions, Inc.  
Formerly known as West Asset Management, Inc.

Address: 2221 New Market Parkway  
Marietta, GA 30067  
Phone Number: 888-327-2305  
Fax Number: 402-384-6635  
Website: <http://www.globalreceivablesolution.com>

Contract Administrator: Riley Pentecost, Global Vice President  
[Riley.Pentecost@globalreceivablesolutions.com](mailto:Riley.Pentecost@globalreceivablesolutions.com)

Sales Contact: Barbara Lucas  
Director, Co-Contract Administration  
[Barbara.lucas@alorica.com](mailto:Barbara.lucas@alorica.com)

Business Size: Other than small

Prices Shown Herein are Net 30

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**CUSTOMER INFORMATION**

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1. SIN Description: 520 4 Debt Collection
2. Disaster and Recovery SIN: 520-4RC
3. Maximum Order per SIN: 1,000,000
4. Minimum Order: \$100
5. Geographic coverage (delivery area): 50 St, DC, Terri
6. Point(s) of Production (city, county, and State or Foreign country): Marietta, GA
7. Quantity Discounts: N/A
8. Prompt Payment Terms: Net 30 days

9. Government Purchase Cards accepted above the micro-purchase threshold: yes
10. Government Purchase Cards accepted below the micro-purchase threshold: yes
11. Foreign Items: N/A
12. Time of Delivery: As Negotiated
13. Expedited Delivery: As Negotiated
14. Overnight and 2 Day Delivery: N/A
15. Urgent Requirements: N/A
16. F.O.B.: Destination
17. Ordering Address:  
Global Receivables Solutions, f/k/a West Asset Management  
2221 New Market Parkway  
Marietta, GA 30067  
Attention: Riley Pentecost  
Phone: 888-327-2305  
Fax: 402-384-6635  
E-mail: [Riley.Pentecost@globalreceivablesolutions.com](mailto:Riley.Pentecost@globalreceivablesolutions.com)  
  
Or  
  
Global Receivables Solutions, f/k/a West Asset Management  
2221 New Market Parkway  
Marietta, GA 30067  
Attention: David Hall  
Phone: 402-546-7004  
Fax: 402-963-1603  
E-mail: [David.Hall@globalreceivablesolutions.com](mailto:David.Hall@globalreceivablesolutions.com)
18. Ordering Procedures: See GSA/FSS Schedule Homepage
19. Payment Address:  
Global Receivables Solutions, f/k/a West Asset Management  
2221 New Market Parkway  
Marietta, GA 30067  
Attention: Accounts Payable
20. Warranty Provisions: N/A
21. Terms and Conditions of Government Purchase Card Terms: N/A
22. Terms and Conditions of Repair Terms: N/A
23. Terms and Conditions of Installation Terms: N/A
24. List of Service Distribution Points: N/A
25. List of Participating Dealers: N/A
26. Preventive Maintenance: N/A
27. Special Environmental Attributes: N/A
28. Section 508 Compliance: N/A
29. Data Universal Number System (DUNS) Number: 063328699

## DESCRIPTION OF SERVICES

### Overview

Global Receivables Solutions, f/k/a West Asset Management combines our experience in developing effective recovery solutions customized to each of our partners providing optimized results at every stage of the recovery cycle. Whether we are enhancing your existing efforts or creating a stand-alone solution, our blending of recovery specialists, automated solutions and technology allows us to meet your most critical objectives. We take a collaborative, consultative approach to create tailored solutions for each client while leveraging best practices. Our solutions are adjusted as your collections or customer service needs shift – all while keeping one thing in mind – customer satisfaction.

We are dedicated to maintaining compliance taking a holistic approach to both quality and compliance. This means that Global Receivables Solutions measures from the agent desktop level incorporating trends and strategic planning into our program. We emphasize on multiple components of quality and compliance measurements.

The processes that are measured include:

- Desktop Quality
- Client Audits
- Conceptual Audits
- Process Audits
- Compliance Audits

With today's regulatory requirements, federal and state collection laws; we firmly believe in taking a proactive approach to compliance in the quickly evolving collections landscape. Global Receivables Solutions has implemented detailed processes and systems security measures to protect customer data. We are in compliance with FCRA, TCPA, SOX, HIPPA/HITECH, PCI Level 1, GLBA, FDCPA, and ISO.

We provide our solutions to a wide range of industries, including:

- Communications
- Financial Services
- Government
- Healthcare
- Insurance
- Utilities

## SCHEDULE OF CHARGES

**Special Item Numbers (SINs):** 520-4: Debt Collection Services

### Administrative Resolutions

Unit of Issue:	Per Transaction
Overtime Rate:	n/a
04/27/2013 – 04/26/2014:	\$50.00
04/27/2014 – 04/26/2015:	\$50.00
04/27/2015 – 04/26/2020:	\$50.00

### Collection of Delinquent/Defaulted Accounts

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	n/a
04/27/2013 – 04/26/2014:	17.50%
04/27/2014 – 04/26/2015:	17.50%
04/27/2015 – 04/26/2020:	17.50%

### Litigation Preparation

Unit of Issue:	Per Hour
Overtime Rate:	n/a
04/27/2013 – 04/26/2014:	\$100.00
04/27/2014 – 04/26/2015:	\$100.00
04/27/2015 – 04/26/2020:	\$100.00

### Loan Consolidation

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	n/a
04/27/2013 – 04/26/2014:	6.50%
04/27/2014 – 04/26/2015:	6.50%
04/27/2015 – 04/26/2020:	6.50%

### Loan Rehabilitation

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	n/a
04/27/2013 – 04/26/2014:	15.00%
04/27/2014 – 04/26/2015:	15.00%
04/27/2015 – 04/26/2020:	15.00%